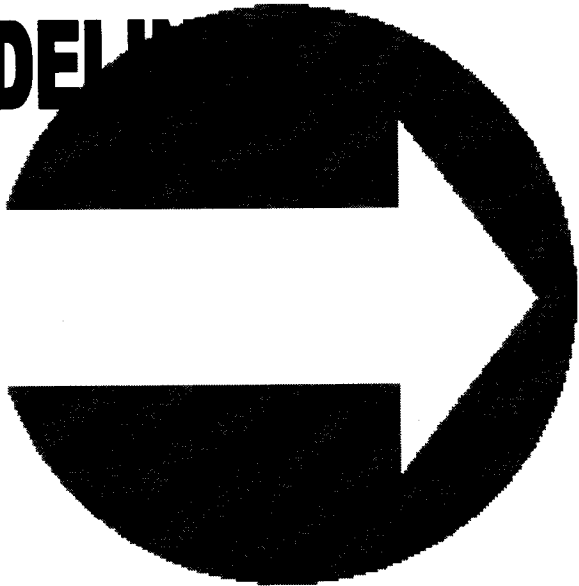





**McALLEN EXPRESS  
PARATRANSIT**

**POLICY & GUIDELINES**



Approved  
July 01, 2005

McAllen Express Transit  
McAllen Central Station  
1501 West Highway 83  
McAllen, Texas 78501  
(956) 688-3510

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## **WHAT IS PARATRANSIT?**

Paratransit is a **COMPARABLE** transportation service required by the ADA for individuals with disabilities who are **UNABLE** to use fixed route transportation systems.

## **WHO QUALIFIES FOR PARATRANSIT?**

McAllen Express Paratransit (MEP) will provide services to disabled patrons who are **UNABLE** to use the regular fixed route system. In accordance with federal regulations, you must fall under one of the following categories to be eligible for paratransit services:

- Be unable, as a result of a physical or mental impairment, to board, ride, or disembark from any accessible vehicle (bus, trolley, van, etc.) without the assistance of another individual (except the operator of a wheelchair lift or other boarding device).
- Need the assistance of a wheelchair lift or other boarding assistance device and are able with such assistance, to board, ride and disembark from any accessible vehicle, but the route is not accessible or the lift cannot be deployed at a particular stop along the route.
- Have a specific impairment-related condition that prevents you from traveling to or from a boarding/disembarking location (a bus stop) on the fixed route system. Specific impairment-related conditions include, but are not limited to, chronic fatigue, blindness, special sensitivity to temperature, and a cognitive inability to remember and follow directions.

If you do not meet any of the eligibility conditions, then you are not eligible for paratransit service.

## **HOW TO APPLY**

If you think you meet the eligibility guidelines, then you must fill out an application to receive service. This application is called the MEP (McAllen Express Paratransit) Application. This confidential application contains questions about the reasons for your **INABILITY** to use the fixed route service.

### Application Process

- Request an application. They are available in person, by mail or fax. Ask specifically for the MEP application.
- Fill out the application as thoroughly as you can.
- Give the application to your doctor or other medical/health professional.
- Get the application back from your medical/health professional or have the professional send it to MEP directly.
- Submit the application by either mail or in-person drop-off at:  
McAllen Express Paratransit  
1501 West Hwy 83, Suite 110  
McAllen, TX 78501
- All applications will be thoroughly reviewed by MEP staff members and a written determination of eligibility will be made within 21 days following the application submission.
- If, after 21 days, MEP staff members have not made a decision on your eligibility, you can start to receive service on the 22<sup>nd</sup> day. If you are found eligible, you will continue to receive service. If you are found ineligible, service will cease.